10.4 NOT JUST CUSTOMERS – FANS

1 LISTENING



A 10.01 LISTEN FOR DETAIL **Listen to the podcast. Answer the questions.**

1 What kind of company do Jackie and Christopher have?
It's a cookie company.

2 When did they close their company?

3 Why did they start their business again?

4 How is the business different now?

5 Where are their customers?

2 READING

A **Read a customer's feedback about Cookie Bites. Answer the questions.**

Shop Reviews Account Basket

I ordered four boxes of your Cookie Bites last week because a friend of mine recommended them to me. They were delivered yesterday, and they're almost all gone! My roommates and I loved them. I had to hide one box in my room so they wouldn't be eaten by my hungry roommates. I bought four different flavors: chocolate chip, peanut butter, double chocolate, and coconut. The chocolate chip and peanut butter were my favorite kinds. Although I love chocolate, the double chocolate ones were a little too rich and sweet for me. I'm sure the coconut cookies were delicious. However, I never got to try one because my roommates ate them all. I'm so excited to try the rest of the flavors!

EDISON

1 What product is Edison's feedback about?
It's about Cookie Bites.

2 What is his general opinion about the product?

3 Is his feedback all positive, all negative, or a little of both? Explain.

4 Who did he share the product with?

5 Is he going to buy the product again? How do you know?

LIVEWORKSHEETS

3 WRITING

A **Think of a product that you use every day and don't really think about, such as toothpaste, dish soap, or shampoo.**

- What is the product?
- Why do you continue to buy the same product?
- What do you like about it?
- What do you dislike about it?

B **Write a post giving feedback about the product from exercise 3A. Use *however* and *although* to contrast ideas.**



CHECK AND REVIEW

Read the statements. Can you do these things?

UNIT 10

	Mark the boxes. ☑ I can do it. ? I am not sure. **I can …**	If you are not sure, go back to these pages in the Student's Book.
VOCABULARY	☐ **describe materials.**	page 98
	☐ **talk about production and distribution.**	page 100
GRAMMAR	☐ **use the simple present form of the passive.**	page 99
	☐ **use the simple past form of the passive.**	page 101
FUNCTIONAL LANGUAGE	☐ **question or approve of someone's choices.**	page 102
	☐ **use expressions for changing your mind.**	page 103
SKILLS	☐ **write feedback about company products.**	page 105
	☐ **use *however* and *although* to contrast ideas.**	page 105

LIVEWORKSHEETS